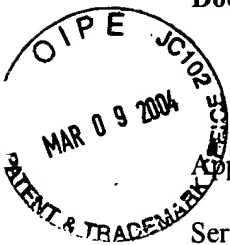


Docket No. [12424RRUS01P]

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Venson M. Shaw et al.

Docket No.: 12424RRUS01P

Serial No.: 09/746,396

Examiner: TBD

Filed: 12/21/2000

Art Unit: 2642

For: System and Method of
Personalizing Communication
Sessions Based on User Behavior

2642
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AUTHORIZATION TO ACT IN A REPRESENTATIVE CAPACITY

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

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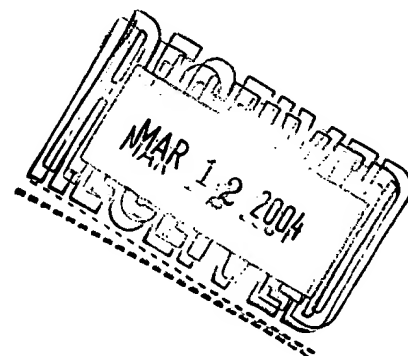
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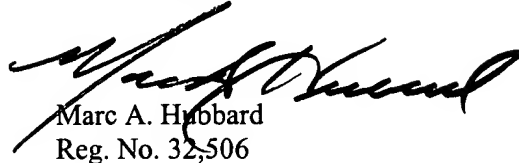
Dear Sir:

The practitioners named below are authorized to conduct interviews and have the authority to bind the principal concerned. Furthermore, the practitioners are authorized to file correspondence in the above-identified application pursuant to 37 CFR 1.34.

Name	Registration No.
David L. McCombs	Reg. No. 32,271
Jeffrey M. Becker	Reg. No. 35,442
James R. Bell	Reg. No. 26,528
Timothy F. Bliss	Reg. No. 50,925
Randall C. Brown	Reg. No. 31,213
Randall E. Colson	Reg. No. 40,566
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Priscilla Ferguson	Reg. No. 42,531
Sarah T. Harris	Reg. No. 35,891
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Julie Nickols	Reg. No. 50,826
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Respectfully submitted,


Marc A. Hubbard
Reg. No. 32,506

Date: 3-5-04
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Certificate of Mailing

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on the date shown below.

Hope Thomas
Name
3-5-04
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